

ADMINISTRATIVE SERVICE FOR CHILD IDENTITY CARDS (KIA) AT THE DAU SUBDISTRICT OFFICE

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ABSTRACT

Child Identity Card (KIA) administration services in Dau District, Malang Regency, face a number of challenges, including inadequate infrastructure and facilities, long processing times, complicated procedures, lack of public awareness, and poor service practices. The purpose of this study was to characterize and assess KIA administration services and identify factors that support and hinder their utilization. This study used a qualitative descriptive methodology, collecting information through interviews, documentation, and observation. Based on the results, although KIA services have been running according to schedule, there are still opportunities for improvement, including increasing public awareness, accelerating service times, and providing necessary infrastructure. The main pillars of KIA services are free KIA services and the availability of trained personnel capable of providing services directly. These findings demonstrate the importance of improving the quality of population administration services by encouraging public service innovation and strengthening the capacity of civil servants. This report recommends improving infrastructure and facilities, increasing public awareness and education, and adjusting service processing times to better meet community needs

Keywords : Services, Population Administration, Child Identity Cards, Dau District

INTRODUCTION

In the administrative literature, public services are defined in several ways. According to Hardiyansyah (2018), public services encompass all services, including public goods and services, that are the responsibility of central government agencies, regional governments, and state-owned/regional enterprises to meet the needs of the community while adhering to statutory provisions. Meanwhile, according to Hardiyansyah (2018), public services are characterized as services that aim to meet the needs of the community, society, or organization while satisfying service recipients in accordance with applicable laws and regulations. This notion clearly demonstrates that public services are more than just administrative obligations; they are a crucial instrument for building a symbiotic relationship between the government and its citizens.

Every district and city in Indonesia is required to provide population administration services, particularly civil registration, in accordance with Law Number 5 of 2014 concerning Population Administration. Through outreach, consultation, complaint reporting, information management, and internal staff oversight, the government and the public contribute to the provision of these services to maintain accountability (Hidayah et al., 2022). Several national public satisfaction surveys indicate that administrative services remain of low quality, as reflected in the increase in public complaints (Ministry of Administrative and Bureaucratic Reform, 2021). This illustrates the disparity between industry norms and the service requirements mandated by law. The principles of public service, such as simple procedures, clear completion times, transparent administrative requirements, and clarity regarding authorized officials in providing services, are regulated in the Regulation of the Minister of Administrative and Bureaucratic Reform No. 63/2003 (Afrizal, D. 2019). In reality, public service is an important medium for open dialogue between the public and the government. This relationship not only facilitates transactions but also encourages participation and accountability. However, several reports from the Ombudsman of the Republic of Indonesia (2020–2023) indicate that serious problems remain, such as inadequate infrastructure, slow service delivery, and a lack of human

resources. The fact that the concept of public service has not been implemented according to public expectations, despite the existence of regulations governing it, indicates a research gap.

Population management is a crucial part of public services as it guarantees every citizen's right to identity. The recently implemented Child Identity Card (KIA) program demonstrates the government's efforts to further protect children's rights as mandated by the Child Protection Law. In addition to a birth certificate, the KIA is a legal and administrative document that facilitates children's access to public services such as healthcare, education, and other services (Minister of Home Affairs Regulation No. 2 of 2016). Regional disparities persist, particularly in Malang Regency, although KIA ownership penetration has increased significantly, according to several recent surveys.

The implementation of the Child Identity Card (KIA) policy in Dau District, Malang Regency, is a serious concern due to the high number of children living there and the urgent need for identity administration services. Since 2016, the program has been implemented in public places, including schools and the Civil Registry Office (Dukcapil) through mobile services. Despite the simple procedure, the area still faces challenges such as inadequate infrastructure, poor coverage, and a shortage of staff, all of which contribute to service delays. Due to these issues, the general public has not yet realized the importance of obtaining KIA cards for their children as early as possible. This can impact the fulfillment of children's rights to official and legal identity.

Given these conditions, the purpose of this study is to examine the Child Identity Card (KIA) administration service in Dau District, Malang Regency, by identifying obstacles in policy implementation and the steps needed to improve it. This research is expected to contribute to the development of science in the field of population administration-based public service research and provide useful recommendations for local governments to improve the quality of responsive, equitable, and accountable administrative services

LITERATURE REVIEW

Public service

Public services are a state mechanism to meet the basic needs of citizens and protect their civil rights, as stated in Law No. 25 of 2009. Public services are a series of programs designed to meet public needs while adhering to the law. This concept emphasizes that public services are not merely administrative tasks but are a manifestation of the state's obligation to provide equitable access to services.

According to Mulyadi et al. (2016), public services are essentially services provided by local governments and state-owned enterprises (BUMN/BUMD) for the benefit of the wider community. One key element in policy implementation is the civil servants who carry them out. However, in practice, problems such as complicated procedures, poor infrastructure, and low public satisfaction are commonplace in public services.

In the context of development, Sinambela et al. (2007) argue that the government must consider both collective and individual aspirations because the state was created to improve the welfare of society. This view suggests that public services can help achieve social justice. Relevant to this study, the Child Identity Card (KIA) administration service is a government initiative to guarantee the legal identity of every child as part of protecting civil rights.

Public service, according to Hardiyansyah (2018), is the provision of services to individuals and organizations in accordance with basic laws with the aim of making them happy. This view aligns with the principles of good governance, which emphasize transparency, accountability, and public participation in service delivery. Therefore, in addition to procedural issues, the level of public trust in local government needs to be considered when evaluating the quality of KIA services.

Public services are government activities designed to meet the needs of the community fairly, honestly, and responsibly, as evidenced by this literature. In the context of Child Identity Card (KIA)

administration in Dau District, these regulations are crucial to ensuring every child has a valid legal identity. This also demonstrates the success of the local government in implementing efficient, prompt, and responsive public service governance to meet community needs.

Quality public services are the primary goal of any responsible government. This not only reflects a commitment to effectively meeting public needs but also serves as an important indicator of the government's legitimacy and credibility in the eyes of its citizens. Upholding integrity in the delivery of public services is a task that requires a strong foundation of public administration ethics. These ethics not only set boundaries for the behavior of bureaucrats and government officials but also govern their interactions with the public and the private sector. With the increasing demand for transparency and accountability in the modern era, adherence to ethical principles is crucial in addressing challenges such as corruption and abuse of power.(Hendra Wibawa, 2024).

Population administration

Population administration is the process of organizing and controlling the issuance of population documents and data through civil registration, population registration, management of population administration information, and utilization of the results for public services and the development of other sectors. Population administration, according to Siagian (1990), is the entire process of cooperation between two or more people with a certain logic to achieve predetermined goals. The Population and Civil Registry Service is a public service institution that helps the community in establishing their identity. All citizens are required to carry out population administration to document one's identity as a resident of a region or country for population identity purposes.

to ensure the validity of identity and legal clarity of population documents for all population activities, protect and recognize the civil rights of residents, and ensure the fulfillment of all administrative rights of residents in public services without discrimination. Furthermore, the objective of population administration is to provide complete, accurate, and up-to-date demographic data and information as a guide for community development planning and policy development. The latest population administration policy implemented by the government is the Child Identification Card (KIA).

Minister of Home Affairs Regulation No. 2 of 2016 concerning Child Identity Cards was issued on January 14, 2016, by the Ministry of Home Affairs (Kemendagri). Every child, from newborns to children under 17 years of age, is required to have a Child Identity Card (KIA) from that time. The KIA issuance function is also managed by the Population and Civil Registration Service (DispencaPil). The government provides KIAs to improve child data collection and protection.

Child Identity Card (KIA)

The Child Identity Card (KID), used as a form of national identification for all citizens and adopted as a government obligation to provide public services, has been criticized from various perspectives and responses. Some argue that the Child Identity Card policy is indeed important. Others argue that there is no strong basis for implementing this tactic. Because the Child Identity Card does not hinder government operations, its implementation seems unnecessary. Furthermore, parents who do not provide this card to their children face no clear legal or administrative consequences. (Arista and Suerana, 2019)

Ministerial Regulation Number 2 of 2016 concerning Child Identity Cards, Article 1 Paragraph (7), states: "Child Identity Cards, hereinafter referred to as KIA, are official child identification cards as proof of identity for children who are under 17 years old and not yet married, issued by the Regency/City Population and Civil Registry Service, which states that the child is currently under 17 years old and not yet married and does not yet have a nationally valid identity that is integrated with the population information and administration system."

For children under 17, the Child Identity Card (KIA) is an official ID card, similar to the National Identity Card (KTP) for adults. The child's developmental stage determines the type of KIA issued: KIA for children aged 0–5 and KIA for children aged 5–17. The card validity period for these two age groups varies. The KIA for children under five expires when they turn five. For children over five, the KIA expires when they turn seventeen minus one day. For all age groups, the KIA essentially serves the same purpose with only slight differences in the card content. The KIA for children aged 0–5 does not have a photo, while the KIA for children aged 5–17 does, similar to a KTP. The main difference between the KIA and the KTP is the absence of an electronic chip. When a child turns 17, the KIA immediately becomes a KTP.

In order to provide citizenship rights to children under the age of 17 and to protect their rights and lives in the eyes of the law, the government created the Child Identity Card (KIA) program. In the Journal of Law and Government Administration, Untung stated that the purpose of establishing the KIA for children is to improve child administrative data collection, provide legal protection, and provide public services that prioritize the best interests of children. This will provide legal protection, legal recognition, and guarantees. In the Journal of Law and Government Administration, Untung Sri Hardjanto provides an explanation. In order to provide national identity to children, the government implemented regulations through Regulation of the Minister of Home Affairs No. 2 of 2016 concerning Child Identity Cards. These cards are integrated with the Population Administration Information System (SIAM).

The benefits of the Child Identity Card (KIA) are rooted in its crucial role as a national initiative to protect the civil rights of children who already have one. This Child Identity Card offers benefits and advantages, particularly considering its significance for children's legal protection. The government's obligation to provide a legal identity card for every citizen also drives the issuance of this regulation. Parents can apply for a KIA for their children to gather information, protect them, and provide public services to ensure the child's best interests (Pramesiti & Nawangsari, 2023)

The Child Identification Card (KIA) simplifies and integrates administrative processes related to child care, helping validate and protect children's identities. It is a vital tool for ensuring children can access public services safely and conveniently. This program not only simplifies administrative processes but also improves child well-being by providing necessary protections. Overall, by ensuring children's needs and rights are met within a more integrated and structured social system, the KIA contributes to increasing the efficacy of public services (Siregar 2022, Tarigan 2024).

METHOD

This type of research, called descriptive qualitative research, describes the collected data using language and images, such as quotes from researcher-informant discussions. Sugiyono (2018) defines qualitative research methods as social science research techniques that collect and analyze data in the form of words and written or spoken works. Researchers do not create numbers because they do not attempt to quantify the data they obtain. The researchers chose this research design because it requires direct participation through observation, documentation, and investigation of information sources related to the events analyzed at the Dau District Office, Malang Regency.

Interviews were one of the data collection techniques used in this study, in addition to observation and data recording. Public service agencies, service officers, and community members responsible for the Child Identity Card (KIA) program in Dau Regency were among the Dau District Office staff who participated in the in-person interviews. Afterward, the researchers conducted observations, obtaining data through direct observation, recording, and listening. To understand child identity card administration services in Dau District, Malang Regency, structured observation was used to record what was observed, when, and where.

RESULT AND DISCUSSION

This discussion focuses on child identity card processing services in Dau District, Malang Regency, using the Public Service Standards contained in the Regulation of the Minister of Administrative and Bureaucratic Reform Number 19 of 2021.

1. Service procedures
2. Completion time
3. Service fee.
4. Service products
5. Facilities and infrastructure
6. Provider competency

Child Identity Card Management Services in Dau District, Malang Regency

Public services must be accessible to all citizens. Therefore, every government official must strive to provide the best possible service to its users. To improve service standards, the Population and Civil Registration Office of Enrekang Regency needs to consider the five factors mentioned above: service procedures, service schedules, service fees, legal basis for services, and service facilities and infrastructure. This issue will be examined using observation and interview methods.

1. Service Procedures

The KIA service protocol in Dau District needs to be improved to increase efficiency. Currently, the KIA application process is quite time-consuming and challenging. Many steps, including document verification and form completion, are required of residents and can be difficult and time-consuming. Simplifying the procedure is crucial to ensure the necessary steps are easier to understand.

To provide high-quality public services, improvements and changes must be made to ensure public satisfaction. One area that needs improvement to raise service standards is the process or service flow within KIA services. Kolo, JBD et al. (2024) stated that all public service providers must have service standards and promote them to ensure recipient trust.

Service standards are benchmarks used in service delivery that must be adhered to by both service providers and recipients. These two metrics—ease of use and service procedures—have been fully integrated into service delivery. This is evidenced by public awareness of the Dau District Office's straightforward, easy-to-understand, and uncomplicated service methods.

Field interviews revealed that police officers carry out their duties in accordance with the rules established by their superiors. Service procedures at the Dau District Office are simple and adhere to established guidelines. For example, applicants for a Child Identity Card (KIA) must submit a cover letter from the local village or sub-district office indicating their place of origin.

The general public is also required to complete the required documents. Before issuing a KIA, the service provider ensures the completeness of the required documents. If all requirements are met, the KIA will be processed immediately. In this case, service users only need to fulfill the service requirements; they do not need to go through complicated procedures.

Implementing KIA service procedures requires an effective management control system, from planning and outreach to field administration. Simple, transparent, and accountable procedures will facilitate public access and strengthen public trust in local governments as service providers. Thus, KIA services are not merely administrative products but also a reflection of how public sector organizations manage resources, respond to citizen needs, and implement policies that directly impact the quality of life of the community, especially children as the nation's future generation. (Nashihah et al., 2024).

2. Service Hours

One of the main public complaints is the lengthy time required to obtain a Child Identity Card (KIA). Long queues and a lack of human resources to manage applications often contribute to this slow process. Increasing staff numbers and leveraging information technology, such as digital queues

or online registration systems, are needed to improve service speed and enable the public to access services more quickly and effectively.

Providing prompt and accurate assistance is one aspect of excellent public service. Therefore, civil servants must be agile in carrying out their duties. The ability to deliver promised services in a timely, accurate, and satisfactory manner is known as reliability. Timeliness, speed, and accuracy in service completion are some of the determining factors. This is crucial to ensuring public satisfaction. To ensure certainty for service recipients, all public services must have established service standards, claim Ridwan and Sudrajat (2009:103).

If public services are not supported by reliable, disciplined, or staff capacity to serve the public effectively, they will not function as intended. Interviews revealed that sub-district authorities have not established clear and precise rules regarding service deadlines. Ambiguous and inconsistent processing times for public requests are a strong indication of this.

Although in practice it takes six days or more, common sense dictates that services like child identity cards (KIA) and others can be completed in three days or even a few hours. With an average processing time of six days, the long wait times experienced by many people are indicative of this. Sometimes, they even exceed the allotted time. People have to wait long to receive their KIA due to various obstacles that arise in the morning and afternoon. Sometimes, some people also have incomplete documents.

3. Service fees

One important consideration is how Child Identity Cards (KIA) are managed. The Dau District Office provides free KIA issuance services, based on currently available information. This aligns with the government's commitment to ensuring that all children, especially those from low-income families, can obtain official identification without administrative fees.

This free service makes the issuance of KIA (Child Identity Cards) more accessible to the general public. Because KIA is free, it is hoped that more parents will register their children, thereby increasing the number of children with official identity cards. This is crucial for children's access to various public services, such as healthcare and education.

Numerous interviews with research informants indicate that this method is free. In fact, government officials help meet the needs and satisfy the community. The KIA issuance process is free of charge, as Law No. 23 of 2014 stipulates that this service is provided free of charge.

While some individuals are attempting to exploit this situation for personal gain unrelated to their positions, this is a good thing, and officials are not breaking the law in meeting public needs. Law enforcement must be more stringent and firm in dealing with illegal levies or illegal extortion in the provision of services at sub-district offices. Supporters of such practices risk sanctions and the loss of civil service status.

4. Service Products

The quality of KIA services is another important area that needs to be addressed in this investigation. Issued KIA documents must meet accuracy and reliability standards and be professionally designed to ensure widespread public acceptance. The creation of a digital version of the KIA should also be considered to facilitate public access and use, particularly in emergency or urgent situations.

Interviews regarding the KIA criteria announcement process at the Dau District Office revealed that, although KIA application standards exist, a lack of public awareness has left many unaware.

Public service officials acknowledged that announcements were only disseminated through noticeboards at sub-district offices and on several online platforms, and there had been no broader outreach efforts to reach all socioeconomic strata. As a result, many parents remain unaware of the importance of Child Identity Cards (KIA) and how to apply for one.

5. Facilities and infrastructure

The lack of adequate facilities and infrastructure is a major obstacle to providing KIA services. The large number of applications often exceeds the capacity of available facilities. Therefore, it is crucial to invest in infrastructure such as comfortable waiting areas, clean restrooms, and ample parking.

Information technology also needs to be improved to make administrative processes more efficient. Inadequate facilities, such as a lack of government-provided chairs, create crowding, as health service offices are always overcrowded, according to the community members mentioned earlier.

The Dau Regency Population Administration Office has not provided adequate services to the public, according to interviews conducted at the Dau District Office. The lack of chairs in the service area, for example, has drawn criticism from the public.

6. Staff Competence

Staff competence is a key factor in determining the quality of KIA administration services. Providing the best service to the public will be challenging for staff who are unfamiliar with regulations and procedures. Therefore, regular staff training is crucial to improve their public speaking skills and understanding of KIA application procedures.

Overall, this study shows that to improve KIA administration services in Dau District, strategic steps are needed in several areas, including service procedures, completion time, service quality, infrastructure, and officer competence.

With these adjustments, the KIA administration service is expected to be more responsive to public requests and provide a better experience for applicants. The interviews above indicate that staff serve the public according to established procedures without showing any prejudice toward newcomers. Staff also prioritize those who have not yet received a queue number and those who have, to ensure smooth service procedures.

Supporting and Inhibiting Factors for Child Identity Card Processing in Dau Regency. Supporting and inhibiting factors are two categories of factors influencing the implementation of Child Identity Cards (KIA) in Dau Regency. Understanding these two elements is crucial to improving public satisfaction and service quality.

a. Supporting factors

Human resources are also needed to support KIA services. The Population and Civil Registration Office (DKIP) staff are competent and professionally trained. This enables them to provide reliable information and high-quality services to the public. Effective communication between staff and the public also helps the public understand the KIA application procedure, reducing document submission errors.

Interview data revealed several factors supporting the Child Identity Card (KIA) service in Dau Regency. First, there is no KIA issuance fee, allowing anyone to use the service without worrying about costs. Furthermore, the presence of skilled and knowledgeable staff is crucial for providing high-quality service. They are able to explain procedures clearly and concisely.

Furthermore, by allowing people to methodically follow queue numbers, the implemented queuing system streamlines the process and reduces crowds and long wait times. However, several issues remain that could impact participation rates, including a lack of public awareness and understanding of the KIA application procedure.

b. Inhibiting Factors

However, there are several challenges to consider. One is the general public's lack of awareness about the importance of KIA and the application procedure. Because they are unaware of the requirements for obtaining a KIA, residents often arrive without complete documentation.

This causes delays in service procedures. Furthermore, a lack of human resources is also a problem, as there are usually not enough officers to handle the high volume of applications. As a result, residents often complain of long lines and waiting times.

Technical constraints also hamper the KIA service process. Internet connection issues or a lack of blank forms for printing KIA documents can cause delays in issuance. Uncertainty about the availability of printed documents often leads to frustration for applicants eager to receive their child's KIA documents promptly.

Interviews conducted by the Dau Regency Child Identity Card (KIA) Service revealed that low registration participation is due to public ignorance about the KIA program. Barriers include a lack of police assessment and poor infrastructure. A lack of funding to upgrade equipment such as computers and printers can complicate the registration process. Therefore, improving the effectiveness of KIA services in Dau Regency requires improved administrative services and effective community engagement.

CONCLUSION

This study aims to examine the implementation of Child Identity Cards (KIA) at the Dau District Office, Malang Regency. The findings indicate that most service requirements, including staff competency, protocols, service hours, fees, and types of services, have been effectively met. This fulfills the study's objective, which was to demonstrate that although KIA services generally meet the criteria, several issues remain, such as a lack of knowledge about document completeness and the need for improvements in facilities and infrastructure. By deepening our knowledge of the application of minimum service standards in the context of sub-district population administration, this study advances the field of public administration studies. These results indicate that population services can serve as a concrete benchmark for local government effectiveness. Practically, by implementing service digitization strategies, expanding staff numbers, and disseminating more transparent information, local governments can improve the quality of KIA services. To gain a deeper understanding of the effectiveness of KIA policy implementation in various locations, it is recommended that this study be expanded to various locations with different characteristics, using both quantitative methodologies and comparative approaches.

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